Proud Sponsor

User's manual

CL4939

Big button big display telephone/answering system with caller ID/ call waiting

Congratulations

on purchasing your
new AT&T product.

Before using this AT&T product, please read the **Important safety information** on page 60 of this user's manual.

Please thoroughly read the user's manual for all the feature operations and troubleshooting information you need to install and operate your new AT&T product. You can also visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**.
In Canada, dial **1 (866) 288-4268**.

Model #: CL4939

Type: Big button big display telephone with answering system

Serial #: _____

Purchase date: _____

Place of purchase: _____

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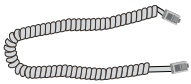
Parts checklist

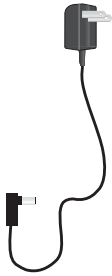
Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.

Telephone base with mounting bracket installed

Handset



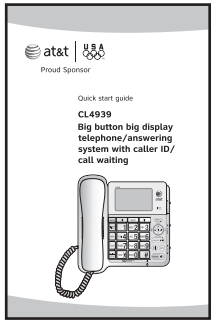
Coiled handset cord



Power adapter

Telephone line cord

User's manual



Quick start guide

If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (page 7). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Your product may be shipped with a protective sticker covering the telephone base display - remove it before use.

For customer service or product information, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Avoid placing the telephone base too close to:

- Communication devices such as: television sets, VCRs, or cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of the washing machine or work bench.

User's manual

CL4939

Big button big display telephone/answering system with caller ID/ call waiting

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Introduction

This AT&T CL4939 big button big display telephone has a large tilt display for easy viewing and extra large buttons for easy viewing and dialing.

You must use the supplied power adapter to use most features of this telephone. In the event of power failure, this telephone works only to make or answer calls with the handset. Refer to **Line power mode (no AC power)** on page 26 for more details.

This telephone is hearing-aid compatible. This telephone features a speakerphone for hands-free use.

This telephone also features 10 two-touch memory locations for speed dialing and has a directory that can store up to 25 additional numbers with names.

This telephone supports caller ID with call waiting service. (Caller ID services are subscriber services available from your telephone service providers and fees may apply.)

This telephone also features a built-in digital answering system that can store approximately 19 minutes of messages and memos with a total of up to 99 messages. You can access the answering system from a remote touch-tone telephone.

This user's manual contains detailed instructions for using your AT&T CL4939 big button big display telephone. Please read this user's manual before using this CL4939 telephone.

Quick reference guide

REMOVE

While reviewing the call history entries, press and hold to clear the call history (page 41).

While reviewing an entry stored in the directory or call history, press to delete (pages 33 and 41).

While entering names (or numbers), press to backspace and erase a character (or digit) (page 31).

DISPLAY DIAL

Press to dial the number currently displayed (pages 32 and 38).

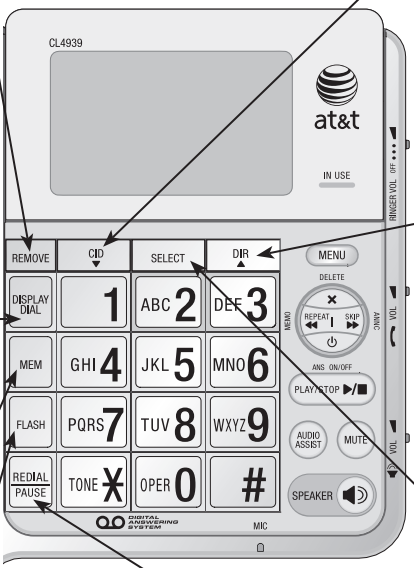
MEM

Press to access the two-touch memory (page 27).

FLASH

During a call, press to answer an incoming call if you subscribe to call waiting service provided by your telephone service provider (page 25).

Press to cancel an operation and return to idle mode (page 15).



CID/▼

Press to display the call history (page 37).

While using the menu, press to scroll through the settings (page 15).

While reviewing the directory or call history, press to scroll down (pages 32 and 37).

DIR/▲

Press to enter the directory (page 32).

While using the menu, press to scroll through the settings (page 15).

While reviewing the directory or call history, press to scroll up (pages 32 and 37).

SELECT

While using the menu, press to save the setting and move to the next menu option (page 15).

While reviewing the call history, press to show dialing formats (page 38).

REDIAL/PAUSE

While using the handset or speakerphone, press to dial the last number dialed (page 23).

While editing numbers in the two-touch memory or directory, press to copy the last number dialed (pages 27 and 31).

While entering numbers, press to insert a four-second dialing pause (page 21).

Quick reference guide

MENU

Press to enter the menu (page 15).

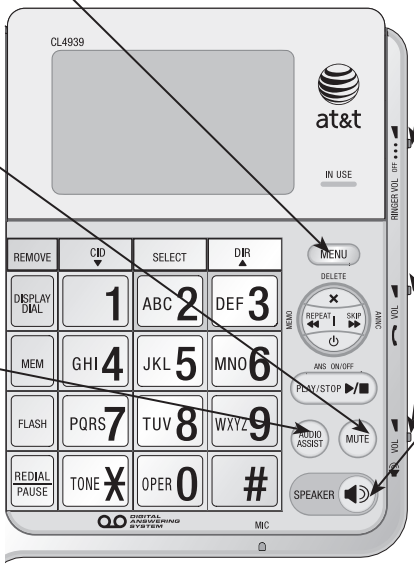
While reviewing the call history, press to store the displayed name and number in the directory (page 39).

MUTE

During a call, press to mute the handset or speakerphone microphone. Press again to resume your conversation (page 24).

AUDIO ASSIST™

Some voices will sound louder and clearer if you press **AUDIO ASSIST** while you are on a call using the handset (page 24).



RINGER VOL switch

Slide to adjust the ringer volume (page 14).

VOL switch

Slide to adjust the listening volume on the handset (page 14).

VOL switch

Slide to adjust the listening volume on the speakerphone (page 14).

While playing back messages, slide to adjust the playback volume (page 46).

SPEAKER

Press to turn on the base speakerphone. Press again to end the call (page 21).

REPEAT/MEMO

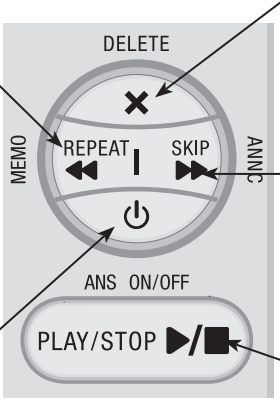
While the telephone is playing the day and time the current message was received, press to go back to the previous message (page 46).

After the telephone plays the day and time the current message was received, press to repeat the current message (page 46).

Press to record memos (page 48).

ANS ON/OFF

Press to turn the answering system on or off (page 43).



DELETE

Press to delete the message currently playing (page 46).

Press twice to delete all old messages when the telephone is not in use (page 47).

SKIP/ANNC

Press to skip to the next message (page 46).

Press to record or play the outgoing announcement (pages 44 and 45).

PLAY/STOP

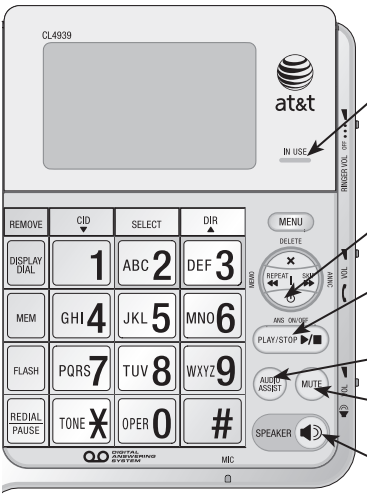
Press to start or stop message playback (page 46).

Press to stop recording (pages 44 and 48).

Audio assist™ is a trademark of Advanced American Telephones.

Indicator lights and tones

Indicator lights



IN USE

On when the line is in use or the answering system is answering a call.

Flashes when there is an incoming call.

⏻ ANS ON/OFF

On when the answering system is on.

PLAY/STOP ▶/■

Flashes when there are new (unreviewed) messages.

AUDIO ASSIST

On when the audio assistance feature is in use.

MUTE

On when the microphone is muted.

SPEAKER

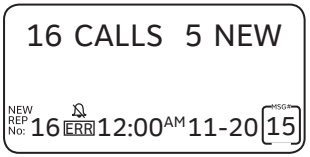
On when the speakerphone is in use.

Alert tones

Beep (Key tone)	A key is pressed.
Beeeep (One short beep)	Command of the answering system is completed successfully.
Beeeeeeeep (One long beep)	The answering system begins to record an announcement or a memo.
Three short high-pitched beeps (Confirmation tone)	Command is completed successfully.
One long low-pitched beep (Error tone)	• Command has failed. • The number you entered in the directory or two-touch memory is over 24 digits. • The name you entered in the directory is over 15 characters. • There are no telephone numbers stored in the directory. • You have reached the end of the directory records. • There are no call history entries. • You have reached the end of the call history entries. • There is no telephone number in the call history entry you dialed. • There is no telephone number in the call history entry you saved in the directory or two-touch memory.
Beep-beep every 15 seconds (Message alert tone)	There are new messages.
Four high- then low-pitched beeps (Priority call tone)	The incoming call is a priority call.

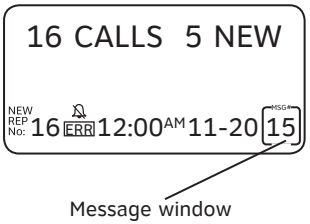
Screen messages

Screen icons



NEW	The displayed call history entry is unreviewed.
REP	You have received more than one call from this number.
No:16	The position of the number stored in the call history.
🔕	The ringer is turned off.
ERR	There is an error in the caller ID information.

Message window displays



The message window usually displays the total number of messages. See the table below for explanations of other displays in this window.

(blank)	The answering system is off.
--	The answering system is answering a call. **-OR-** The answering system is being accessed remotely.
0	No messages.
1-99	Total number of messages and memos. During playback, the number of the message.
0-59 (counting)	Elapsed time while recording a memo.
A	You have accessed the announcement menu.
AP	The announcement you recorded is playing.
dE	All old messages are deleted, the message currently playing is deleted, or the announcement currently playing is deleted.
F	The answering machine memory is full. Delete some messages to make room for more.

Screen messages

Display screen messages

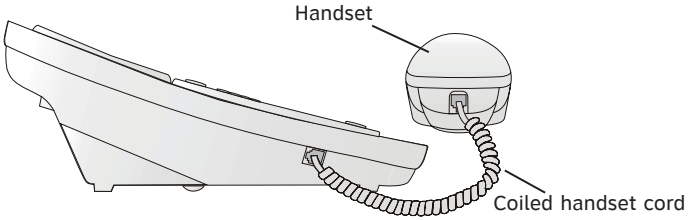
DELETED	All the entries stored in call history have been deleted. **-OR-** The directory or two-touch memory entry has been deleted.
DIRECTORY EMPTY	There are no telephone numbers stored in the directory.
CALL LOG EMPTY	There are no entries in the call history.
END OF LIST	You have reached the end of the call history records.
LINE IN USE	Another telephone on the same line is in use. **-OR-** No telephone line cord is connected to the telephone.
RINGING	There is an incoming call.
NO AC POWER	There is no AC power. Check the power adapter connection to the telephone and the electrical wall outlet.
MEMORY FULL	The directory is full.
ONLY 15 ALLOWED	The name you entered in the directory is over 15 characters.
ONLY 24 ALLOWED	The number you entered in the directory or two-touch memory is over 24 digits.
SET CLOCK	The clock needs to be set.
STORED	The entry is saved in the directory or two-touch memory location successfully.
XX CALLS YY NEW	There are XX calls in the call history and YY of them are new (missed and unreviewed).

Telephone installation

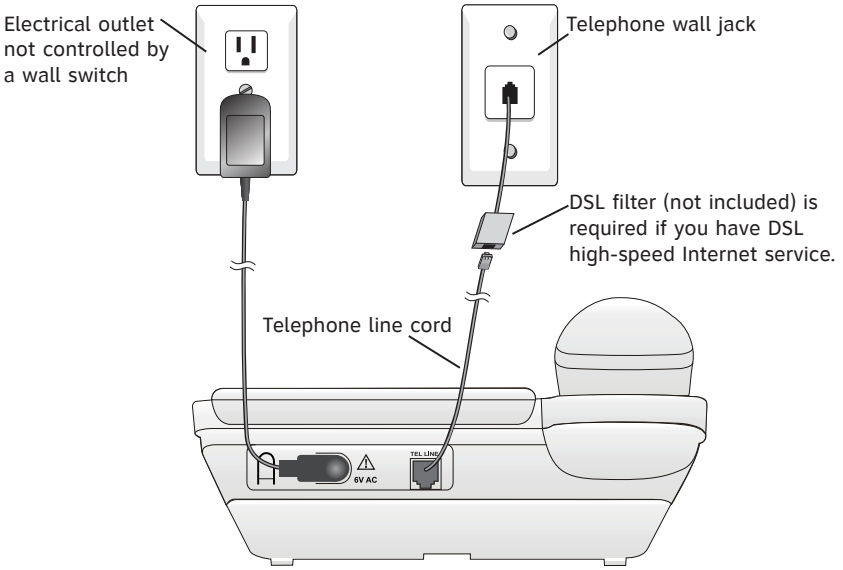
If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Follow the steps below to install the telephone.

1. Plug one end of the coiled handset cord into the handset jack on the left side of the telephone base. Plug the other end into the handset and hang up.

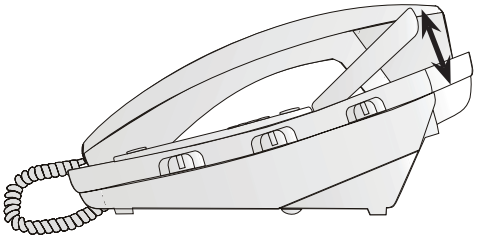


2. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall jack.
3. Plug the small end of the power adapter into the **POWER** jack on the back of the telephone base. Plug the large end into an electrical outlet not controlled by a wall switch.


Electrical outlet not controlled by a wall switch
Telephone wall jack
DSL filter (not included) is required if you have DSL high-speed Internet service.
Telephone line cord
6V AC
TEL LINE

Telephone installation

4. Lift the handset or press **SPEAKER** to check for a dial tone.
5. Rotate the top of the display up or down to adjust the angle of the screen for maximum visibility.



NOTES:

- Use only the power adapter provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
- You can use this telephone without the power adapter installed. In this case, the telephone works only to make or answer calls with the handset, or adjust the ringer volume or handset listening volume. For optimal performance, power your telephone with the supplied power adapter.

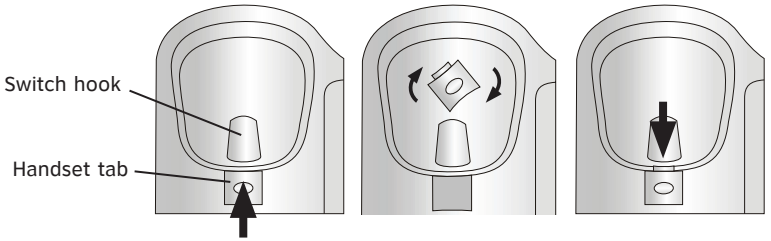
Installation options

The telephone base comes with the bracket mounted for tabletop use. If you want to mount your telephone on a wall, use the mounting bracket to connect with a standard dual-stud telephone wall mounting plate. If you do not have this mounting plate, you can purchase one from many hardware or consumer electronic retailers. Professional assistance may be required to install the mounting plate.

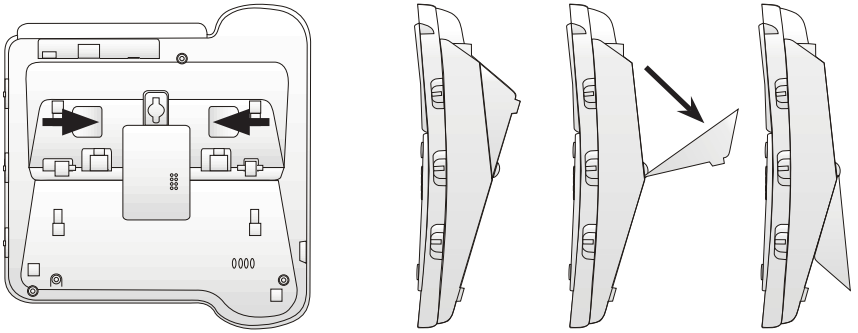
Tabletop to wall-mount installation

To install the telephone base in the wall-mount position, make sure you first unplug the power adapter from the electrical outlet and unplug the telephone line cord from the wall outlet.

1. Lift the handset and place it aside. Hold down the switch hook on the telephone base, then slide the handset tab upwards to remove it from the slot. Rotate the handset tab 180 degrees. Push the handset tab down into the grooves so it settles into position.

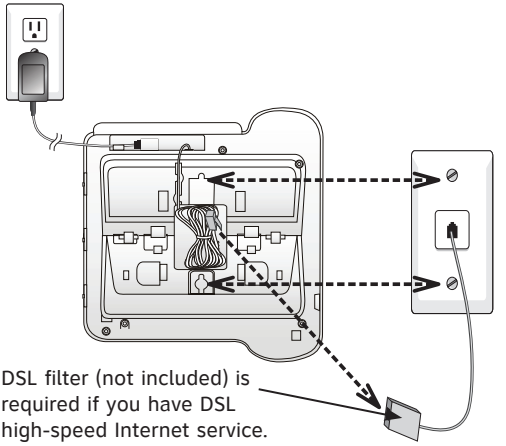


2. Grasp and squeeze as the arrows indicate to open the hinged bracket. Rotate the bracket and lock it into wall-mount position as indicated below.

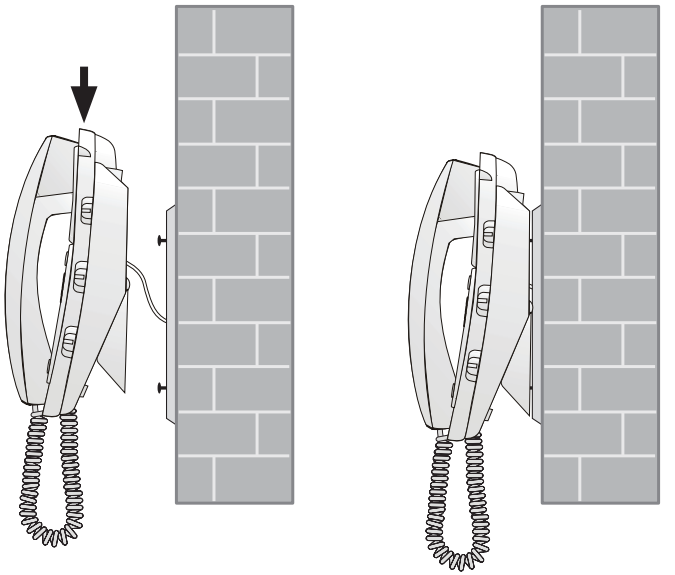


Installation options

3. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the telephone base. Route the telephone line cord through the slot. Bundle the telephone line cord and secure it with a twist tie. Place the bundled telephone line cord inside the hole in the center of the telephone bottom.
4. Plug the other end of the telephone line cord into a telephone wall jack.



5. Place the telephone just above the telephone outlet mounting studs. Slide the telephone down until the telephone is held securely on the telephone outlet mounting studs. Place the handset in the telephone base.



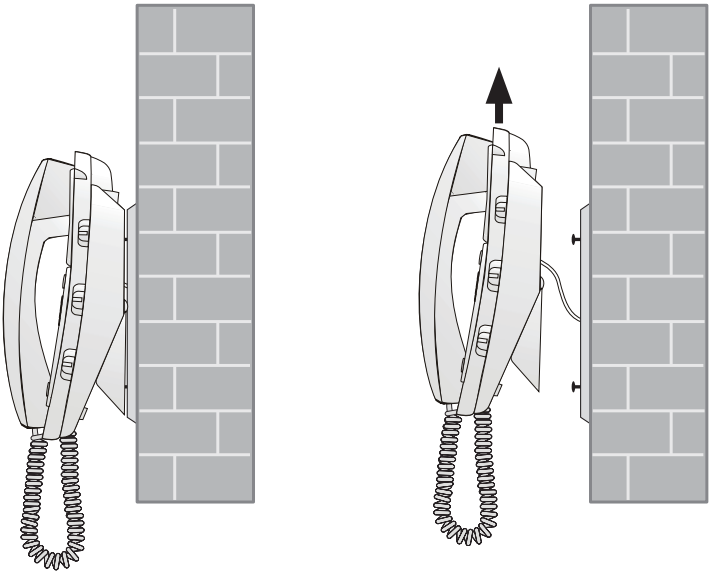
Installation options

6. Plug the small end of the power adapter into the **POWER** jack on the back of the telephone base. Plug the large end into an electrical outlet not controlled by a wall switch.
7. Rotate the top of the display up or down to adjust the angle of the screen for maximum visibility.

Wall-mount to tabletop installation

To change the telephone base from the wall-mount position to tabletop position, follow the steps below.

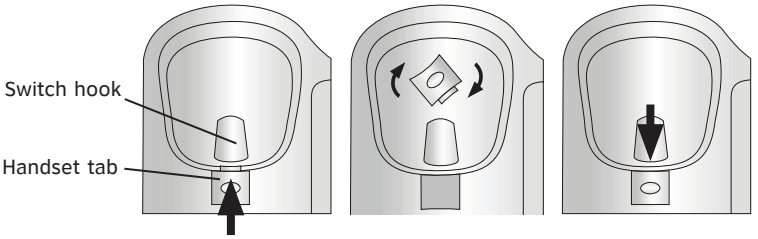
1. Unplug the large end of the power adapter from the electrical outlet. Unplug the small end of the power adapter from the **POWER** jack on the back of the telephone base.
2. Slide the telephone base upwards, then pull the telephone base away from the wall and remove from the studs.



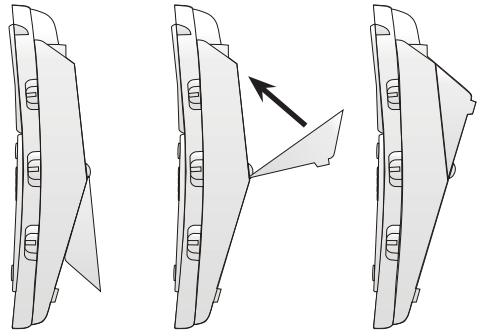
3. Unplug the telephone line cord from the telephone base and telephone wall jack. Untie the bundled telephone line cord. Remove the telephone line cord from the slot on the bottom of the telephone base.

Installation options

4. Lift the handset and place it aside. Hold down the switch hook on the telephone base, then slide the handset tab upwards to remove it from the slot. Rotate the handset tab 180 degrees. Push the handset tab down into the grooves so it settles into position.



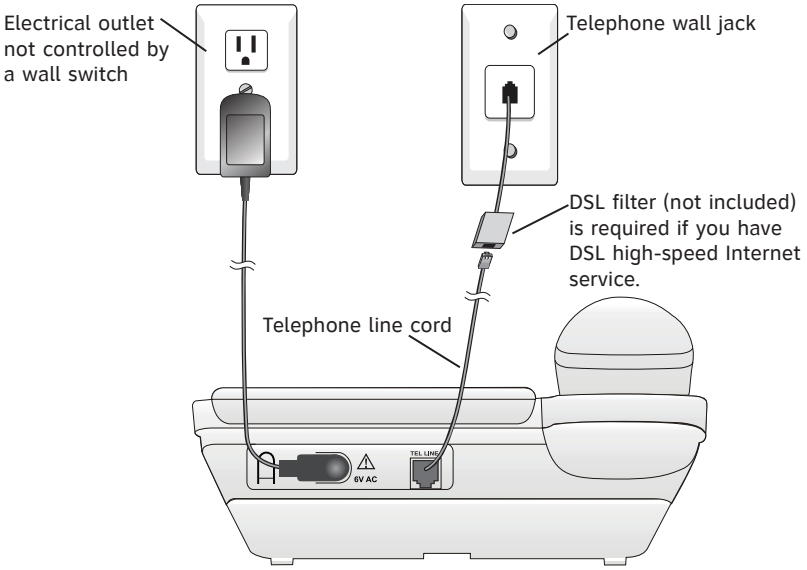
5. Lift and rotate the bracket and lock it into tabletop position as indicated below.



6. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall jack. Place the handset in the telephone base.

Installation options

7. Plug the small end of the power adapter into the **POWER** jack on the back of the telephone base. Plug the large end into an electrical outlet not controlled by a wall switch.


Electrical outlet not controlled by a wall switch
Telephone wall jack
DSL filter (not included) is required if you have DSL high-speed Internet service.
Telephone line cord
6V AC
TEL LINE

8. Rotate the top of the display up or down to adjust the angle of the screen for maximum visibility.

Volume control

Ringer volume

Use the **RINGER VOL** switch on the right side of the telephone base to set the ringer volume or turn the ringer off.

Adjust the **RINGER VOL** switch to set the ringer volume to off, low, middle or high. When set to off, the screen shows 🔕.

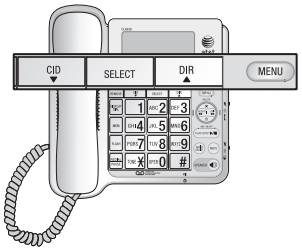
NOTE: The volume of the priority call tone cannot be adjusted. Refer to **Priority call** on page 49 for details.

Handset volume

Use the **VOL** switch on the right side of the telephone base to adjust the listening volume from the handset.

Speakerphone volume

Use the **VOL** switch on the right side of the telephone base to adjust the listening volume from the speakerphone.



Menu setup

Menu operation

The screen display prompts help you set up the telephone when you press **MENU**.

NOTE: You can exit feature setup at any time by pressing **FLASH** or by lifting the handset when there is no incoming call. For complete feature setup options, see **Feature summary** on this page.

Set features

You can customize how the features of this product work.

1. Press **MENU** repeatedly until the screen shows the desired feature.
2. Press **DIR**/▲ or **CID**/▼ until the screen displays your selected setting. Refer to **Feature summary** on this page for a full description of the features and your choices.
3. Press **SELECT** or **MENU** to save your selection and automatically move to the next option. When you finish setting features, the telephone automatically returns to standby after 30 seconds, or you can press **FLASH** to exit programming immediately.

Feature summary

Default settings are indicated by * in the following list.

Feature/options	Function
SET TIME/DATE --:-- -----	Set the date and time. Use the dial pad keys to change the digits. Refer to **Set date and time** on page 18 for details.
SET CONTRAST 1, 2*, 3, 4	Adjust screen brightness to a comfortable level, from 1 (light) to 4 (dark).
CALL LOG	Choose whether incoming calls are stored.
ALL CALLS*	The telephone stores all calls received.
NO CALLS	The telephone does not store call history.

Menu setup

Feature/options	Function
REPEATED CALLS	Choose how new calls from the same number are displayed.
COMBINED	The screen shows only the most recent call from this number. **REP** displays to indicate multiple calls from this number.
SEPARATE*	Each call from this number is listed separately.
CALL LIST ORDER	Choose in what order received calls are displayed.
BY TIME*	Most recently received calls are displayed first.
NEW CALLS FIRST	Unreviewed calls are displayed first, then calls as they were received (most recent first).
LANGUAGE ENGLISH* ESPANOL FRANCAIS	Choose whether the display text appears in English, Spanish or French.
HOME AREA CODE HAC- _ _ _	Set the telephone to recognize calls from your area code. Refer to **Set home area code** on page 19 for details.
LOCAL AREA CODE LAC 1- _ _ _ LAC 2- _ _ _ LAC 3- _ _ _ LAC 4- _ _ _	Program up to four local area codes that do not require dialing a 1 before them. Refer to **Set local area code** on page 19 for details.
DIAL TYPE TONE* PULSE	Set tone (touch-tone) or pulse (dial-pulse) dialing. ***NOTE:*** If you have dial-pulse dialing service only, you can temporarily switch from dial-pulse to touch-tone dialing during a call (see **Temporary tone dialing** on page 25).

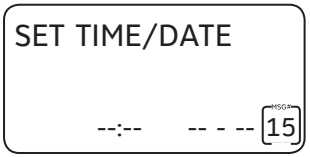
Menu setup

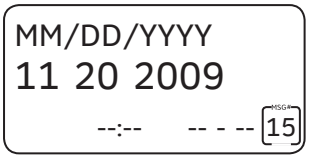
Feature/options	Function
# OF RINGS 2, 3, 4*, 5, 6, 7, tS 2-4, tS 4-6	Set how many times the telephone rings before the answering system picks up the call. If you choose **tS 2-4** (or **tS 4-6**), the answering system answers after two (four, if you select **tS 4-6**) rings if there are new messages. When there are no new messages, the answering system answers after four (six, if you select **tS 4-6**) rings. When retrieving messages from a long distance call, disconnect your call after three (five, if you select **tS 4-6**) rings to avoid long distance charges (also known as toll saver).
MESSAGE ALERT	Turn the audible message alert on or off.
ON	The telephone beeps every 15 seconds when there are new messages.
OFF*	No audible message alert.
REMOTE CODE 500*	Select a three-digit number to allow remote access from another telephone (away from your home or office). Refer to **Remote access** on page 50 for details. ***NOTE:*** If the remote code you entered is the same as the priority code, the telephone plays an error tone when you save it.
PRIORITY CODE 999*	Select a three-digit number as your priority code for the answering system. Refer to **Priority call** on page 49 for details.
CALL SCREENING	Choose whether incoming messages are played through the speaker while they are being recorded.
ON*	The incoming messages are played through the speaker while they are being recorded.
OFF	The speaker does not play incoming messages while they are being recorded. Refer to **Call screening** on page 49 for details.

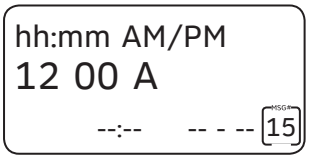
Menu setup

Set date and time

When the telephone is idle, the screen shows the date and time.







1. Press **MENU** repeatedly until the screen shows **SET TIME/DATE**.
2. Press **SELECT** to show **MM/DD/YYYY**.
3. Use the dial pad keys (**0** through **9**) to set the blinking digits. To enter a number that is less than 10, you must enter a zero (0) before the number. Use **DIR**/▲ or **CID**/▼ to move to the next or previous digit.
4. Press **SELECT**. The screen shows **hh:mm AM/PM**.
5. Use the dial pad keys (**0** through **9**) to set the blinking digits. To enter a number that is less than 10, you must enter a zero (0) before the number. For example: To enter 2 o'clock, you must enter 02. To enter the month of March, you must enter 03.
6. Press **DIR**/▲ to select **A** (for **AM**) or **CID**/▼ to select **P** (for **PM**).
7. Press **SELECT** or **MENU** to save the new setting and move to the next option.

NOTES:

- If the date and time are not set and the telephone is powered up, **SET CLOCK** flashes on the screen.
- The month, date and time will be set automatically by incoming caller ID information only if you subscribe to caller ID service provided by your telephone service provider (see **About caller ID** on page 34).
- Setting the date and time in this menu also sets the time for the answering system. Before playing each message, the answering system announces the day and time the message was received (see **Information about messages** on page 46). Before using the answering system, use this menu to set the year so that the system can determine the correct day of the week. If you do not subscribe to caller ID service provided by your telephone service provider, you also have to set the day and time, so that messages are dated correctly.

Menu setup

Set home area code

You must program your area code so your telephone can properly recognize and dial calls.

For calls within your area code:

You dial:	Enter in step 2:
7 digits (telephone number, no area code)	Your area code
10 digits (area code + telephone number) **-OR-** 11 digits (1 + area code + telephone number)	000

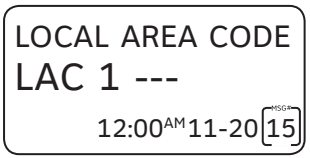
1. Press **MENU** repeatedly until the screen shows **HOME AREA CODE**.
2. Use the dial pad keys (**0** through **9**) to enter three digits of your home area code.
3. Press **SELECT** or **MENU** to save the setting. The local area code setup screen displays.

Set local area code

You can program up to four local area codes.

For calls outside your area:

For:	You dial:	Enter in step 2:
All calls outside your area code	11 digits (1+ area code + telephone number)	No local area code
Some calls outside your area code	10 digits (area code + telephone number)	Area codes that do not require 1
If you dial 10 digits (area code + telephone number) for calls within your own area code, include your area code as a local area code.		



1. Press **MENU** repeatedly until the screen shows **LOCAL AREA CODE**.
2. Use the dial pad keys (**0** through **9**) to enter three digits of the first local area code in **LAC 1**. Press **SELECT** or **MENU** repeatedly to advance to the next local area code (**LAC 2**, **LAC 3** or **LAC 4**).

Menu setup

3. Press **SELECT** or **MENU** to save your setting and move to the next option when you have finished entering local area codes.

NOTE: If you do not need to program local area codes, press **SELECT** repeatedly to set other features.

Making and answering a call

Using handset

To make a call:

- Lift the handset, wait for the dial tone, and then dial a number.

To answer a call:

- Lift the handset.

To end a call while using the handset:

- Place the handset in the telephone base.

Using speakerphone

To make a call:

- Press **SPEAKER** then dial a number.

To answer a call:

- Press **SPEAKER**.

To end a call while using the speakerphone:

- Press **SPEAKER**.

On-hook dialing (pre-dialing)

1. Use the dial pad keys to enter a telephone number.
   - Press **REDIAL/PAUSE** to insert a four-second dialing pause.
   - Press **REMOVE** to make corrections.
   - Press **FLASH** to return to idle mode.
2. Lift the handset to call.
   -OR-
   Press **DISPLAY DIAL** or **SPEAKER** to call using the speakerphone.

Switching between handset and speakerphone

To switch from handset to speakerphone during a call:

- Press **SPEAKER** then place the handset in the telephone base.

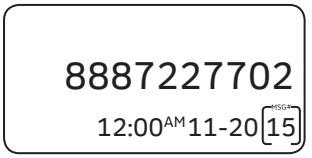
To switch from speakerphone to handset during a call:

- Lift the handset.

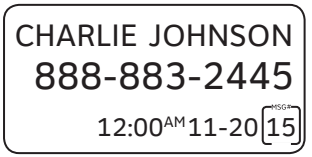
Chain dialing

Use this feature to dial numbers stored in the directory, two-touch memory locations or call history while you are on a call.

Chain dialing is useful if you need to access numbers other than telephone numbers (such as bank account numbers or access codes) from the directory, two-touch memory locations or call history.

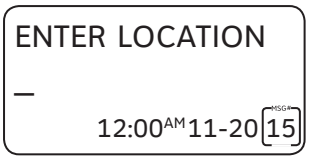


1. Lift the handset.
   -OR-
   Press **SPEAKER** to use the speakerphone.
2. Wait for a dial tone. If necessary, use the dial pad keys to manually dial a number first.
3. To dial a number:



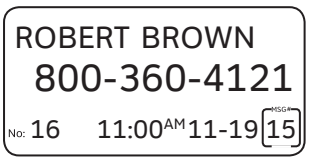
- **From the directory:**
  a. Press **DIR/▲** to enter the directory.
  b. Press **DIR/▲** or **CID/▼** to scroll or press the dial pad keys to find the desired entry (see **To review directory entries** on page 32).
  c. Press **DISPLAY DIAL**. The telephone automatically dials the displayed number.

-OR-



- **From a two-touch memory location:**
  a. Press **MEM**. The screen shows **ENTER LOCATION**.
  b. Press a key (**0** through **9**) to choose the desired entry. The telephone automatically dials the number.

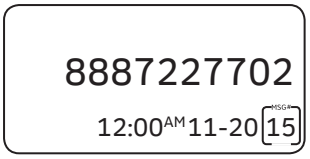
-OR-



- **From the call history:**
  a. Press **CID/▼** to enter the call history.
  b. Press **DIR/▲** or **CID/▼** to scroll to the desired entry (see **To review call history** on page 37).
  c. Press **DISPLAY DIAL**. The telephone automatically dials the displayed number.

Last number redial

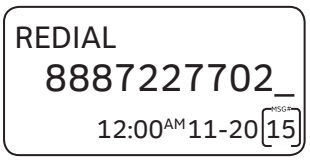
Use the following steps to display and dial the last dialed number from this telephone (up to 32 digits).

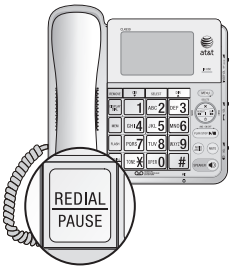


1. Lift the handset or press **SPEAKER**.
2. Press **REDIAL/PAUSE**. The telephone dials the number automatically.

-OR-

1. When the telephone is idle, press **REDIAL/PAUSE** to show the last dialed number.
2. Lift the handset to call.
   -OR-
   Press **DISPLAY DIAL** or **SPEAKER** to call using the speakerphone.





NOTE: The screen can show up to 12 digits in the second row. So, if the last number dialed is longer than 12 digits, the screen only shows the last 12 digits.

Options while on calls

Audio assist™

Some voices will sound louder and clearer if you press **AUDIO ASSIST** while you are on a call using the handset. Press **AUDIO ASSIST** again to turn the feature off. This feature automatically turns off when you hang up. You must press **AUDIO ASSIST** every time you want to activate the feature.

Mute

Use this feature during a telephone conversation to silence the handset or speakerphone microphone.

To mute the call:

- During a telephone conversation, press **MUTE** to silence the microphone. The **MUTE** light turns on. You hear the other party, but the other party does not hear you.

To un-mute the call:

- Press **MUTE** and resume speaking. The **MUTE** light turns off.
  -OR-
  Mute is automatically canceled when you end the call.

NOTE: Switching between the handset and speakerphone cancels the mute function.

Audio assist™ is a trademark of Advanced American Telephones.

Options while on calls

Flash/call waiting

If you subscribe to call waiting service from your telephone service provider, you hear a beep if someone calls you while you are already on a call.

- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** anytime to switch back and forth between calls. For more information on caller ID with call waiting, refer to **About caller ID** on page 34.

NOTES:

- Use **FLASH** to access other telephone company subscriber services, as described by your telephone service provider.
- The telephone cannot display the caller ID information if another telephone on the same line is in use. Make sure all extensions are not in use.

Temporary tone dialing

If you have dial-pulse (rotary) dialing service only, use this feature to temporarily switch from dial-pulse to touch-tone dialing during a call.

1. During a call, press **TONE***. Buttons pressed after this send touch-tone signals.
2. Use the dial pad keys to enter the relevant number. The telephone sends touch-tone signals.
3. The telephone automatically returns to pulse dial mode after you end the call.

Line power mode (no AC power)

This telephone provides minimal functionality during a power failure. When AC power is not available, the screen is blank and many telephone features do not function. Only touch-tone dialing and volume adjustment (ringer volume and handset volume) are supported. The telephone uses power from the telephone line to enable you to make and answer calls using only the handset and dial pad keys.

To make a call during a power failure

1. Lift the handset and wait for the dial tone. The screen shows **NO AC POWER**.
2. Slowly dial a telephone number using the dial pad keys. Wait to hear each key tone and make sure the digit appears on the screen before pressing the next dial pad key.

NOTE: If the telephone is not powered by the supplied power adapter, there is a delay when dialing digits.

To answer a call during a power failure

- Lift the handset.

NOTE: The screen does not show incoming caller ID information during a power failure.

To adjust the handset volume during a power failure

Use the **VOL** switch on the right side of the telephone base to adjust the listening volume from the handset.

To adjust the ringer volume during a power failure

Adjust the **RINGER VOL** switch on the right side of the telephone base to set the ringer volume to off, low, middle or high.

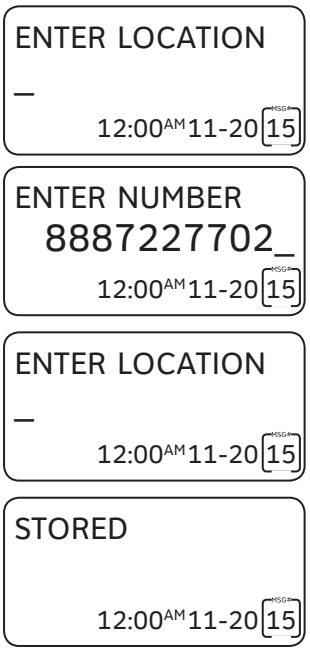
Two-touch memory overview and storage

Two-touch memory overview

This telephone has 10 two-touch memory locations (speed dial locations) where you can store telephone numbers you wish to dial using fewer keys than usual.

Each two-touch memory location can store a telephone number with up to 24 digits.

Two-touch memory storage



Use the following steps to store a telephone number in a desired two-touch memory location.

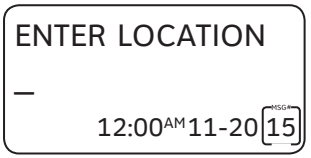
1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press **SELECT**, the screen displays **ENTER NUMBER**.
3. To copy the last number dialed, press **REDIAL/PAUSE** (up to 24 digits).
   -OR-
   Use the dial pad keys to enter the telephone number (up to 24 digits).
   - To backspace and erase a digit, press **REMOVE**.
   - To insert a four-second dialing pause, press **REDIAL/PAUSE**. A **P** appears on the screen.
4. Press **MEM** or **SELECT**. The screen shows **ENTER LOCATION**.
5. Press a dial pad key (**0** through **9**) to choose the desired two-touch memory location for the new entry. The screen shows **STORED** with a confirmation tone and then returns to idle mode.

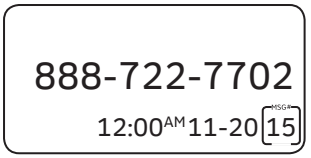
NOTES:

- If you enter more than 24 digits in step 3, the screen shows **ONLY 24 ALLOWED** with an error tone.
- If the two-touch memory location you selected in step 5 is occupied, the new telephone number replaces the old one. Take caution not to replace entries you do not wish to delete from the two-touch memory locations.

Reviewing and dialing a two-touch number

To review two-touch numbers





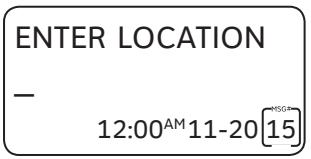
Use the following steps to review numbers stored in the two-touch memory locations.

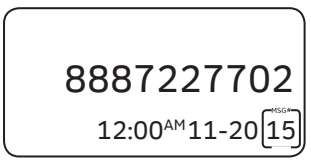
1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press a dial pad key (**0** through **9**) to choose the desired two-touch memory location. The number is displayed on the screen.
3. Press **FLASH** to return to idle mode.

NOTES:

- If there is no number in the two-touch location you selected in step 2, the telephone shows **----------** in the second row.
- The screen can show up to 12 digits in the second row. So, if the number is longer than 12 digits, the screen only shows the last 12 digits.

To dial a two-touch number





Use the following steps to dial a desired telephone number stored in the two-touch memory location.

1. Follow steps 1 and 2 in **To review two-touch numbers** on this page to find the desired entry.
2. Press **DISPLAY DIAL** to dial using the speakerphone or press **DISPLAY DIAL** and lift the handset to dial using the handset.

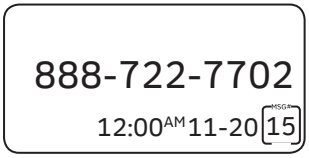
-OR-

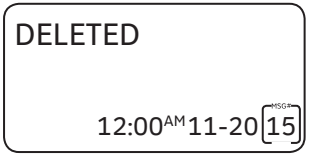
1. Lift the handset or press **SPEAKER**.
2. Press **MEM**. The screen shows **ENTER LOCATION**.
3. Press a dial pad key (**0** through **9**) to choose the desired two-touch memory location. The telephone dials the number automatically.

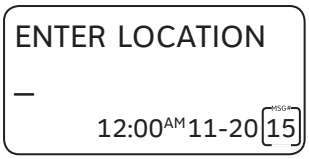
NOTE: If there is no number in the two-touch location when you press **DISPLAY DIAL**, the telephone plays an error tone.

Deleting a two-touch number

To delete a two-touch number







Use the following steps to delete a telephone number stored in the two-touch memory location.

1. When the telephone is idle, press **MEM**. The screen shows **ENTER LOCATION**.
2. Press a dial pad key (**0** through **9**) to display the telephone number stored in that two-touch memory location.
3. Press **REMOVE**. The screen shows **DELETED** with a confirmation tone and then shows **ENTER LOCATION**. You cannot retrieve an entry once you have deleted it.
4. Press **FLASH** to return to idle mode.

-OR-

1. When the telephone is idle, press **MEM**, **SELECT**, and then **MEM**.
2. When the screen shows **ENTER LOCATION**, press a dial pad key (**0** through **9**) to choose the desired two-touch location. The screen shows **DELETED** with a confirmation tone. You cannot retrieve an entry once you have deleted it.
3. Press **FLASH** to return to idle mode.

NOTE: You cannot edit the number stored in the two-touch location. If you need to change an entry, you have to delete the entry and re-enter the number.

Directory overview

Directory memory capacity

This telephone has a directory where you can store up to 25 additional telephone numbers and names. Numbers can be up to 24 digits and names can be up to 15 characters.

Directory entries are stored in alphabetical order. You may wish to enter names with the last name first to maintain consistency with information stored through the caller ID features of this telephone.

Press **FLASH** while reviewing the directory to exit the directory without saving changes and return to idle mode.

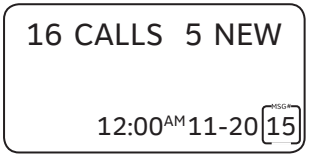
Character chart

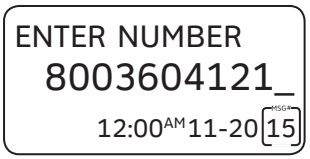
Refer to the chart below and use the dial pad keys to enter the letters, digits or symbols. Press the key repeatedly until the desired character shows on the screen.

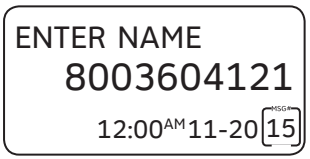
Dial Key	Characters by number of key press						
	1	2	3	4	5	6	7
1	1	.	,	space	-	/	&
2	A	B	C	2			
3	D	E	F	3			
4	G	H	I	4			
5	J	K	L	5			
6	M	N	O	6			
7	P	Q	R	S	7		
8	T	U	V	8			
9	W	X	Y	Z	9		
0	0						
*	*						
#	#						

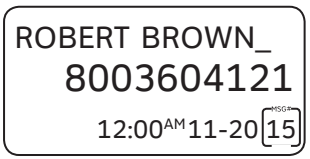
Directory storage

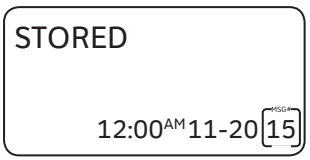
Use the following steps to store a name and telephone number in the directory.











1. When the telephone is idle, press **DIR/▲** to enter the directory.
2. Press **SELECT**. The screen shows **ENTER NUMBER**.
3. To copy the last number dialed, press **REDIAL/PAUSE** (up to 24 digits).
   -OR-
   Use the dial pad keys to enter the telephone number (up to 24 digits).
   - To backspace and erase a digit, press **REMOVE**.
   - To insert a four-second dialing pause, press **REDIAL/PAUSE**. A **P** appears on the screen.
4. Press **SELECT**. The screen shows **ENTER NAME**.
5. Use the dial pad keys and **Character chart** on page 30 to enter the letters, digits or symbols (up to 15 characters). Press the key repeatedly until the desired character shows on the screen.
   - To backspace and erase a character, press **REMOVE**.
6. Press **SELECT** to save the entry. The screen shows **STORED** with a confirmation tone and then returns to the directory.
7. Repeat steps 2 through 6 to store more directory entries.
   -OR-
   Press **FLASH** to return to idle mode.

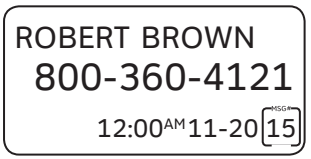
NOTES:

- If you enter more than 24 digits in a telephone number in step 3, the screen shows **ONLY 24 ALLOWED** with an error tone.
- If you enter more than 15 characters in a name in step 5, the screen shows **ONLY 15 ALLOWED** with an error tone.
- If there are already 25 stored entries, after you press **SELECT** in step 2, the screen shows **MEMORY FULL** with an error tone and then returns to the directory.

Reviewing and dialing a directory entry

To review directory entries

Use the following steps to review directory entries.



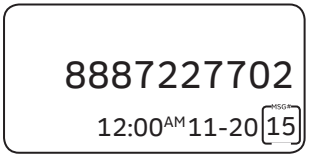
1. When the telephone is idle, press **DIR/▲** to enter the directory.
2. Press **DIR/▲** or **CID/▼** to scroll through the directory entries.
   -OR-
   Press the dial pad key for the first character of the entry you wish to review until the character you are looking for is displayed. Then press **DIR/▲** or **CID/▼** to scroll through the entries beginning with this character.
3. Press **FLASH** to return to idle mode.

NOTES:

- If you try to view directory entries when there are none, the screen shows **DIRECTORY EMPTY** with an error tone.
- If you scroll to the end of the directory, the telephone plays an error tone.
- The screen can show up to 12 digits in the second row. So, if the number is longer than 12 digits, the screen only shows the last 12 digits.

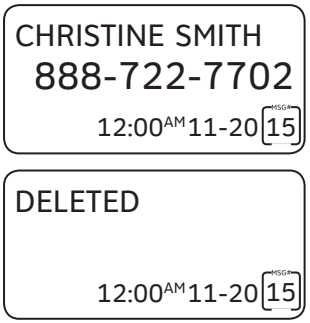
To dial a directory number

Use the following steps to dial a telephone number stored in the directory.



1. Follow steps 1 and 2 in **To review directory entries** on this page to find the desired entry.
2. Press **DISPLAY DIAL**. The telephone automatically turns on the speakerphone and then dials the displayed telephone number.
   -OR-
   Press **DISPLAY DIAL** and lift the handset. The telephone dials the number automatically using handset.

Deleting a directory entry



Use the following steps to delete a directory entry.

1. When the telephone is idle, press **DIR/▲** to enter the directory.
2. Press **DIR/▲** or **CID/▼** to scroll through the directory entries.
   -OR-
   Press the dial pad key for the first character of the entry you wish to review until the character you are looking for is displayed. Then press **DIR/▲** or **CID/▼** to scroll through the entries beginning with this character.
3. Press **REMOVE** (entry removal button) to delete the displayed entry. The screen shows **DELETED** with a confirmation tone and then returns to the directory.
4. Press **FLASH** to return to idle mode.

NOTE: Directory entries cannot be edited. If you need to change an entry you will need to delete the entry and re-enter the information.

Caller ID overview

About caller ID

This telephone has a caller ID feature that works with the caller identification service provided by your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Caller ID with call waiting lets you see who's calling before you answer the call, even when you're on another call.

You may need to change your telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you may need combined service).
- You have only caller ID service, or only call waiting service.
- You don't subscribe to any caller ID or call waiting service.

You can use this telephone with regular caller ID service, and you can use this telephone's other features without subscribing to either caller ID or combined caller ID with call waiting services.

About home area code and local area codes

Always set your home area code, and if you need them, up to four local area codes (see **Set home area code** on page 19 and **Set local area code** on page 19). Entering these area codes changes how numbers are displayed in the call history and makes returning a call from the call history easier (see **Returning a call** on page 38).

Caller ID overview

How caller ID works

If you subscribe to caller ID service provided by your telephone service provider, information about each caller is displayed between the first and second ring.

The time and date of the call, the caller's name and telephone number are included on the screen if they were sent by the caller's telephone service provider. Due to regional service differences, the caller ID information might not be available for every incoming call. In addition, the callers might intentionally block their names and/or telephone numbers. Other messages might appear on the screen. Refer to **Caller ID special messages** on page 36 for more information.

Caller ID information appears on the screen as long as the telephone rings, for 30 seconds after the caller hangs up, or after the call is answered at another telephone on the same line.

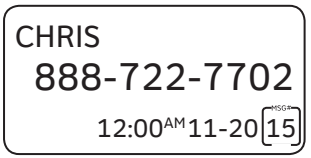
NOTE: If you select **COMBINED** in **REPEATED CALLS** (see **Feature summary** on page 15) and a caller has called more than once, the **REP** icon appears with the caller ID entry.

Caller ID overview

Caller ID special messages

Displays:	Means:
PRIVATE NAME	The caller is blocking the name information.
PPP	The caller is blocking the telephone number information.
PRIVATE CALLER	The caller is blocking the name and number information.
UNKNOWN NAME	Your telephone service provider is unable to receive information about this caller's name.
UUU	Your telephone service provider is unable to receive information about this caller's number.
UNKNOWN CALLER	Your telephone service provider is unable to receive information about this caller's name and number.

Memory match



If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, If Christine Smith calls, her name appears as **CHRIS** if this is how you entered into your directory.

How call history works

NOTE: If you choose **NO CALLS** in **CALL LOG** (see **Feature summary** on page 15), the telephone does not store the caller ID information in the call history.

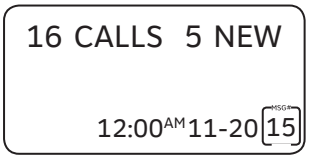
Information about the last 65 incoming calls is stored in the call history. The most recent call has the highest entry number. (For example, if two calls have been received, the call with the entry number **02** in the call history is the more recent one.) You can review the call history to find out who has called, return the call or save the caller's name and number into the directory or two-touch memory locations.

When the call history is full, the oldest entry is deleted to make room for new incoming call information.

If a call is answered before the information appears on the screen, it is not saved in the call history.

Reviewing call history

Unreviewed and total calls



When your telephone is in idle mode, the screen shows the number of new (missed and unreviewed) calls and the total number of all incoming calls.

Each time you review a call history entry marked **NEW**, the number of new calls decreases by one.

To review call history

Use the following steps to review the call history.

1. When the telephone is idle, press **CID/▼** to enter the call history.
2. If you select **NEW CALL FIRST** in **CALL LIST ORDER** (see **Feature summary** on page 15), press **CID/▼** repeatedly to show the new calls. Once the new calls have been reviewed, all caller ID entries are shown starting with the most recent.

   -OR-

   If you select **BY TIME** in **CALL LIST ORDER** (see **Feature summary** on page 15), The screen shows the caller ID entries starting with the most recent call. Press **DIR/▲** or **CID/▼** to scroll through the caller ID entries.
3. Press **FLASH** to exit and return to idle mode.

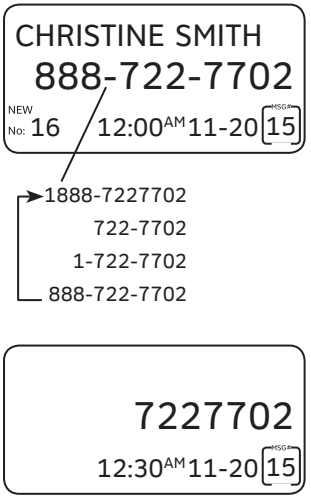
NOTES:

- If you try to review call history entries when there are none, the telephone shows **CALL LOG EMPTY** and plays an error tone.
- If you scroll to the end of the call history, the screen shows **END OF LIST** with an error tone.

Returning a call

Use the following steps to dial a telephone number in the call history.

1. When the telephone is idle, press **CID/▼** to enter the call history.
2. Press **DIR/▲** or **CID/▼** to scroll to the desired caller ID entry.
3. Press **DISPLAY DIAL** to dial using the speakerphone or press **DISPLAY DIAL** and lift the handset to dial using the handset.
   -OR-
   If you need to add or remove the area code or a 1 at the beginning of the number, do the following:
   a. Press **SELECT** repeatedly to scroll through the various dialing formats (1 + area code + seven-digit number, seven-digit number, 1 + seven-digit number, or area code + seven-digit number).
   b. Press **DISPLAY DIAL** to dial using the speakerphone or press **DISPLAY DIAL** and lift the handset to dial using the handset.



Storing a call history entry in the directory

Use the following steps to store the telephone number and name of a call history entry in the directory.

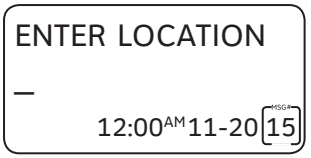
1. When the telephone is idle, press **CID/▼** to enter the call history.
2. Press **DIR/▲** or **CID/▼** to scroll to the desired caller ID entry.
3. Press **MENU** to store the displayed telephone number in the directory. The screen shows **STORED** with a confirmation tone then returns to the call history.
   -OR-
   If you need to add or remove the area code or a 1 at the beginning of the number, do the following:
   a. Press **SELECT** repeatedly to scroll through the various dialing formats (1 + area code + seven-digit number, seven-digit number, 1 + seven-digit number, or area code + seven-digit number).
   b. Press **MENU** to store the displayed telephone number in the directory. The screen shows **STORED** with a confirmation tone then returns to the call history.
4. Press **FLASH** to return to idle mode.

NOTES:

- If there is no telephone number in the displayed call history entry when you press **MENU** in step 3, the telephone plays an error tone.
- If the directory is full, the screen shows **MEMORY FULL** and plays an error tone.

Storing a call history entry in a two-touch location

Use the following steps to store the telephone number of a call history entry in a two-touch memory location.



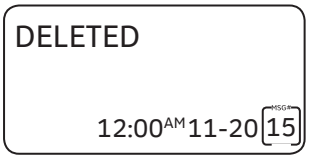
1. When the telephone is idle, press **CID/▼** to enter the call history.
2. Press **DIR/▲** or **CID/▼** to scroll to the desired caller ID entry.
3. Press **MEM**. The screen shows **ENTER LOCATION**.
   -OR-
   If you need to add or remove the area code or a 1 at the beginning of the number, do the following:
   a. Press **SELECT** continually to scroll through the various dialing formats (area code + seven-digit number, 1 + area code + seven-digit number, seven-digit number or 1 + seven-digit number).
   b. Press **MEM**. The screen shows **ENTER LOCATION**.
4. Press a dial pad key (**0** through **9**) to choose the desired two-touch memory location to save the displayed telephone number. The screen shows **STORED** with a confirmation tone and then returns to the call history.
5. Press **FLASH** to return to idle mode.

NOTES:

- If there is no telephone number in the displayed call history entry when you press **MEM** in step 3, the telephone plays an error tone.
- If the two-touch memory location you selected in step 4 above is occupied, the new telephone number replaces the old one. Take caution not to replace entries you do not wish to delete from the two-touch memory locations.

Deleting call history entries

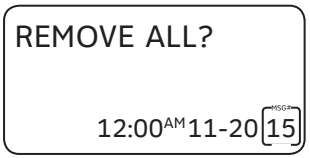
To delete a call history entry

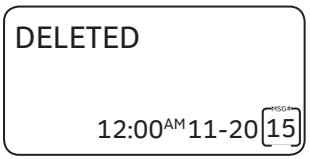


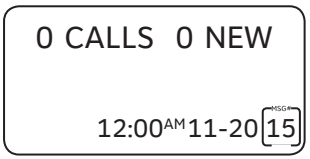
Use the following steps to delete a call history entry.

1. When the telephone is idle, press **CID/▼** to enter the call history.
2. Press **DIR/▲** or **CID/▼** to scroll to the caller ID entry.
3. Press **REMOVE** (entry removal button) to delete the currently displayed entry. The screen shows **DELETED** with a confirmation tone and then shows the next call history entry, if any.
4. Press **FLASH** to return to idle mode.

To delete all call history entries



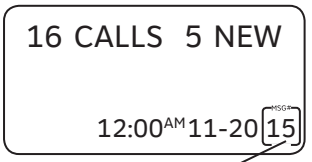




Use the following steps to delete all call history entries.

1. When the telephone is idle, press **CID/▼** to enter the call history.
2. Press and hold **REMOVE**. The screen shows **REMOVE ALL?**
3. Press **REMOVE** within three seconds to confirm and delete all records from the call history. The screen shows **DELETED** with a confirmation tone. Then the telephone shows **CALL LOG EMPTY** and plays an error tone, then returns to idle mode automatically. Once deleted, you cannot retrieve the entries.
   -OR-
   Press **FLASH** to exit and leave all caller ID entries intact.

Answering system overview



Message window

Message capacity

The answering system can record up to 99 messages, depending on the length of each message. Individual messages can be up to three minutes long, and the total maximum recording time is 19 minutes. Messages remain available for replay until you delete them.

If the recording memory is full, the message window displays **F**. Delete some messages to make room for more.

Answering system keys

Voice prompts

Each time you press an answering system key, the answering system uses voice prompts to guide you.

Message guard™ memory for power failure

Protects against the loss of messages in the event of a power failure.

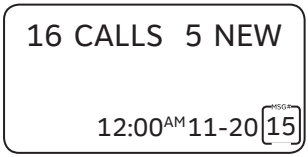
Message guard™ is a trademark of Advanced American Telephones.

Answering mode

To turn on the answering system

To turn the answering machine on and answer calls:

- Press **ANS ON/OFF** repeatedly until the system announces "*Answering machine is on.*" The **ANS ON/OFF** light turns on.

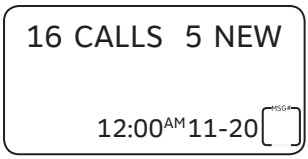


NOTES:

- If the record time left is less than five minutes when you turn on the answering system, the system plays "*Answering machine is on, less than five minutes record time left.*"
- If the recording memory is full, the answering system answers the incoming call after 10 rings and announces, "*Memory is full. Enter remote access code.*" The telephone does not record messages and hangs up automatically after waiting for the remote access code for 15 seconds.

To turn off the answering system

To turn the answering machine off and not answer calls:



- Press **ANS ON/OFF** repeatedly until the system announces, "*Answering machine is off.*" The **ANS ON/OFF** light is off and the message window is blank.

If the answering system is off, after 10 rings, the system announces "*Enter remote access code.*" The telephone hangs up automatically after waiting for the remote access code for 15 seconds.

Outgoing announcement

The outgoing announcement is the message callers hear when calls are answered by the answering system.

If the answering system is on (see **To turn on the answering system** on page 43), the telephone automatically answers calls with "*Hello, please leave a message after the tone.*" You can use this announcement, or replace it with a recording of your own.

To record your outgoing announcement

RECORD

12:00AM 11-20 MSG A

USE STOP TO END

12:00AM 11-20 MSG A

USE STOP TO END

12:00AM 11-20 MSG AP

Use the following steps to record an outgoing announcement of your own.

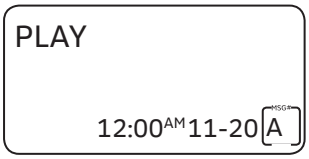
1. Press ▶▶**SKIP/ANNC**. The screen shows **RECORD** and the message window displays **A**.
2. Press **SELECT**. The screen shows **USE STOP TO END** with a long beep.
3. Speak towards the microphone (**MIC**) on the telephone and maintain a distance of about nine inches. You can record an announcement for up to two minutes. Announcements shorter than one second are not recorded.
4. Press **PLAY/STOP**▶/■ to end the recording. The recorded announcement automatically plays back and then the telephone automatically returns to idle mode with a beep.

NOTE: If the recording memory is full, when you press **SELECT** in step 2, the answering system announces, "*Memory is full.*" The telephone automatically returns to idle mode. In this case, you need to delete some messages (page 46) and then record your new outgoing announcement.

Outgoing announcement

To play the outgoing announcement

Use the following steps to listen to the outgoing announcement.



1. Press ⏭**SKIP/ANNC**. The screen shows **RECORD** and the message window displays **A**.
2. Press ⏮**REPEAT/MEMO** or ⏭**SKIP/ANNC** to scroll to **PLAY**.
3. Press **SELECT**. The current announcement plays. The message window displays **AP**.
4. When the playback is finished, the telephone beeps once and then automatically returns to idle mode.

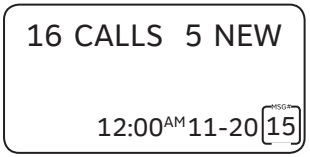
To delete your outgoing announcement

Use the following steps to delete the outgoing announcement you recorded.

1. Follow steps 1-3 in **To play the outgoing announcement** on this page to play back the current announcement.
2. Press ✕**DELETE** during playback to delete your announcement. The telephone announces "*Deleted*" with a beep and displays **dE** on the message window for two seconds.
3. The system plays the pre-recorded announcement, "*Hello, please leave a message after the tone.*" After a beep, the telephone automatically returns to idle mode.

When your outgoing announcement is deleted, calls are answered with the pre-recorded announcement, "*Hello, please leave a message after the tone.*"

Message playback



To play back messages

If you have new messages, the system plays only the new messages (oldest first). If there are no new messages, the system plays all the messages (oldest first).

1. Press **PLAY/STOP▶/■** to begin message playback.
2. Press **PLAY/STOP▶/■** to end message playback.

NOTE: If there are no messages, when you press **PLAY/STOP▶/■**, the telephone announces, "*You have no messages.*"

Information about messages

- Before each message, the answering system announces the day and time (day/time stamp) it was received. The message window displays the message number currently playing.
- After the last message, the answering system announces, "*End of messages.*"

NOTE: If the date and time are not set (see **Set date and time** on page 18), **SET CLOCK** flashes on the screen and the answering system announces "*Time not set*" before each message.

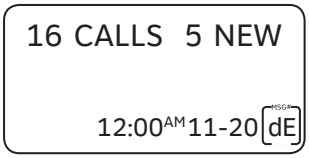
Options during message playback

- To adjust the playback volume to a comfortable level, slide the **VOL** switch.
- To skip to the next message, press **SKIP/ANNC** after the telephone plays the day and time the current message was received.
- To go back to the previous message, press **REPEAT/MEMO** while the telephone is playing the day and time the current message was received.
- To repeat the message currently playing, press **REPEAT/MEMO** after the telephone plays the day and time the current message was received.
- To delete the message currently playing, press **DELETE**.
- To stop playback and exit, press **PLAY/STOP▶/■**.

Message playback

To delete all old messages

Use this feature to delete all old messages. New (unheard) messages cannot be deleted until you have listened to them.



1. When the telephone is idle, press **✕DELETE**. The system announces, "*To delete all old messages, press* ***✕DELETE*** *again.*"
2. Press **✕DELETE** within three seconds and the system announces *"All old messages deleted.*" The message window displays **dE** for two seconds with a long beep to confirm the deletion. Once you have removed a message, you cannot restore it.

NOTE: If there are no old messages or no messages when you press **✕DELETE** in step 1, the telephone announces, "*You have no old messages.*"

Recording and playing memo

Memos are messages you record yourself. They are saved, played back and deleted exactly like incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else using the same telephone.

To record a memo

Use the following steps to record a memo.

1. Press **◀◀REPEAT/MEMO**. The screen shows **USE STOP TO END** with a long beep.
2. Speak towards the microphone (**MIC**) on the telephone and maintain a distance of about nine inches. The elapsed time (in seconds, 0-59) appears on the message window while recording. You can record a memo up to three minutes. Memos shorter than one second are not recorded.
3. Press **PLAY/STOP▶/■** to stop recording. The telephone beeps to confirm the recording has finished.

NOTE: If the answering system memory is full, when you press **◀◀REPEAT/MEMO** in step 1, the answering system announces, "*Memory is full.*" The telephone automatically returns to idle mode.

To play back memos

Memos are stored as messages. See **Message playback** on page 46 for instructions on playback and deletion.

Call screening, priority call and call intercept

Call screening

If **CALL SCREENING** is **ON** (see **Feature summary** on page 15), the incoming messages on your telephone are played through the speaker while they are being recorded. While call screening, you can slide the **VOL** switch to adjust the volume to a comfortable level.

Priority call

You may choose to give your priority code (see **Feature summary** on page 15) to someone special so you know when they are calling. When the person calls, he should enter your priority code while the answering system is playing the outgoing announcement. The answering system asks the caller to "*Please wait a moment.*" The telephone then plays the priority call tone for 30 seconds to alert you that a person with a high priority is calling.

Call intercept

While call screening, you can lift the handset or press **SPEAKER** to stop recording and speak to the caller.

During the 30-second priority call tone, you can lift the handset or press **SPEAKER** to stop the tone and speak to the caller.

Remote access

Use the remote access feature to access your answering system from any touch-tone telephone on a different telephone line (away from your home). A three-digit remote access code is required. This code is pre-set to **500**. See **Feature summary** on page 15 to change the code.

To access your answering system

Use the following steps to access your answering system.

1. Dial your telephone number from any touch-tone telephone.
2. When the answering system answers, enter the three-digit remote access code (500, unless you have changed it). The answering system announces "*Remote access mode,*" the number of messages ("*You have XX new messages,*" "*You have XX messages,*" or "*You have no messages,*") and then plays the messages automatically.
3. Enter the remote commands (see **Remote commands** on this page).
4. Hang up to end the call and save all undeleted messages.

Remote commands

Play back all messages **1**	Press to play back all messages.
Play back new messages **2**	Press to play back new messages. If you have new messages, the system plays the new messages (oldest first). If there are no new messages, the system announces "*You have no new messages.*" Press **2** again to play back all messages.
Delete a message **3**	Press during a message playback to delete the current message.
Delete all old messages ***3**	Press to delete all old messages.

Remote access

Replay current or previous message **4**	Press while the telephone is playing the day and time the current message was received to go back to the previous message. Press after the telephone plays the day and time the current message was received to repeat the message.
Stop **5**	Press to stop playback.
Skip to next message **6**	Press during playback to skip the current message and advance to the next message.
Turn system on or off **0**	Press to turn the answering system on or off.

NOTES:

- If the answering system is off, the system answers the incoming call after 10 rings and announces "*Enter remote access code.*" The telephone does not record messages and automatically hangs up after waiting for the remote access code for 15 seconds.
- If the recording memory is full, the answering system answers the incoming call after 10 rings and announces "*Memory is full. Enter remote access code.*" The telephone does not record messages and hangs up automatically after waiting for the remote access code for 15 seconds.
- If no command is entered within 15 seconds during remote access, the telephone automatically hangs up the call with a beep.
- There is a wallet card listing the remote commands at the back of this user's manual. Cut it out and keep it in your wallet for quick reference.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, or to purchase accessories or replacement parts, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. Have the serial number, found on the underside of your telephone, available when contacting customer service. Please retain your receipt as your proof of purchase.

My telephone appears to be dead.	• Make sure the power adapter is securely plugged into an electrical outlet not controlled by a wall switch. • Unplug the power adapter from the electrical outlet. Wait for approximately 15 seconds, then re-install it. Allow up to one minute for the telephone to synchronize. • Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If this telephone does not work, the problem is probably in the wiring or the local service. Call the telephone service provider.
There is no dial tone.	• First, try all suggestions in **My telephone appears to be dead** on this page. • The telephone line cord might be malfunctioning. Try installing a new telephone line cord. • Make sure the coiled handset cord is securely installed between the handset and the telephone base. • Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your telephone service provider (charges may apply).

Troubleshooting

I cannot dial out.	• First, try all suggestions in **There is no dial tone** on page 52. • Make sure there is a dial tone before dialing. It is normal if the telephone takes a second or two before producing a dial tone. Wait an extra second before dialing. • Check that all the telephones connected to the same telephone line are hung up. • Make sure to set the **DIAL TYPE** to the correct setting (pulse dialing or tone dialing) for the service in your area (see **Feature summary** on page 15). • If any of your other telephones are having the same problem, the problem is in the wiring or local service. Contact your telephone service provider (charges may apply). • If you are using the speakerphone, eliminate any background noise. Noise from a television, radio, or other appliances might cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the telephone before dialing, or dialing from another room in your home with less background noise.
The telephone does not ring when there is an incoming call.	• Make sure the ringer is on (see **Ringer volume** on page 14). • Make sure the telephone line cord and power adapter are plugged in properly (see **Telephone installation** on page 7). • There might be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging one telephone at a time until the telephones start ringing. • Test a working telephone at the same telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your telephone service provider (charges may apply). • The telephone line cord might be malfunctioning. Try installing a new telephone line cord.

Troubleshooting

My calls fade out or cut in and out when I am using the telephone.	• If you are using the handset when this problem occurs, try unplugging the coiled handset cord and firmly plugging it in the handset and telephone base again. • If you are using the speakerphone when this problem occurs, eliminate any background noise. Noise from the television, radio, or other appliances might cause the speakerphone to cut in and out. Try pressing **MUTE** when you are not speaking to eliminate the background noise. • Disconnect the telephone base from the telephone wall jack and plug in another corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your telephone service provider (charges may apply). • If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone installation** on page 7). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
I hear other calls when using the telephone.	• Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Contact your telephone service provider (charges may apply).
Display screen is blank.	• Make sure the power adapter is securely plugged in the **POWER** jack on the back of the telephone base and into an electrical outlet not controlled by a wall switch.
Operation during a power failure.	• This telephone operates during a power failure if a telephone line cord is installed between the wall jack and the telephone base. You are able to answer calls with the handset, and dial calls using the dial pad keys. No other features work unless AC power is recovered. All settings in menu options (except **SET TIME/DATE**) and all messages stored in the mailbox are retained during a power failure.

Troubleshooting

My caller ID features are not working properly	• Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone. • The caller might not be calling from an area that supports caller ID. • Both your and the caller's telephone service providers must use equipment compatible with caller ID service. • Make sure you select **ALL CALLS** in **CALL LOG** (see **Feature summary** on page 15) to set the telephone to record caller ID information in the call history. • If you select **NEW CALL FIRST** in **CALL LIST ORDER**, the telephone first shows the new (unreviewed) caller ID entries then entries starting with the most recent call in the call history. If you select **BY TIME**, the telephone shows the caller ID entries starting with the most recent call in the call history (see **Feature summary** on page 15). • Make sure the area codes are set correctly in the telephone (see **Set home area code** on page 19 and **Set local area code** on page 19). • Reset the telephone. See **Common cure for electronic equipment** on page 58. • If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone installation** on page 7). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Troubleshooting

The telephone does not receive caller ID or the telephone does not display caller ID during call waiting.	• Make sure you subscribe to caller ID with call waiting features provided by the telephone service provider. • The caller might not be calling from an area that supports caller ID. • Both your and the caller's telephone service providers must use equipment compatible with caller ID service. • If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Telephone installation** on page 7). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
The answering system does not answer after the correct number of rings.	• Make sure the answering system is on (see **To turn on the answering system** on page 43). When the answering system is on, the **⏻ANS ON/OFF** light should be lit. • If you choose **tS 2-4** (or **tS 4-6)** in **# OF RINGS**, the answering system picks up incoming calls after two (four, if you select **tS 4-6**) rings if there are any new messages. When there are no new messages, the answering system picks up incoming calls after four (six, if you select **tS 4-6**) rings (see **Feature summary** on page 15). • If the memory is full or if the answering system is off, the system answers after ten rings. • In some cases, the answering system may be affected by the ringing system used by the telephone service provider.
The announcement message is not clear.	• When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the telephone base. • Make sure there is no background noise (television, music, traffic, etc.) when recording.

Troubleshooting

The messages on the answering system are incomplete.	• If a caller leaves a very long message, part of it may be lost when the system disconnects the call after three minutes. • If the caller pauses for more than 7 seconds, the system stops recording and disconnects the call. • If memory is full while recording a message, the answering system announces, "*Memory is full*" and then hangs up. You need to delete some old messages in order to make room for new messages. • If the caller enters your priority code, the answering system stops recording and announces, "*Please wait a moment.*" (See **Priority call** on page 49.) • If the caller's voice is very soft, the system may stop recording and disconnect the call.
The messages are very difficult to hear.	• Slide the **VOL** switch to increase the speaker volume.
The answering system does not respond to remote commands.	• Make sure you are using the correct remote access code (see **Feature summary** on page 15). • Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system. • The answering system might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code. • There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

Troubleshooting

Common cure for electronic equipment:	If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed: 1. Disconnect the power adapter from the telephone base. 2. Disconnect the telephone line cord from the telephone base. 3. Wait a few minutes before connecting the power adapter and the telephone line cord to the telephone base. 4. Wait for the telephone to synchronize its connection. This might take up to one minute.

General product care

To keep your telephone working well and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the telephone or treating it roughly.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this can damage the finish.
- Retain the original packaging in case you need to ship it at a later date.

Important safety information

This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There might be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the base is also away from the area.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, read Troubleshooting in this user's manual (page 52).** If you cannot solve the problem, or if the product is damaged, refer to **Limited warranty** on page 64. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- **If this product has user-replaceable batteries, replace batteries only as described in your user's manual.** Do not burn or puncture batteries—they contain caustic chemicals.
- **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong, it might not fit in non-polarized outlets.** Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

CAUTION: Use only the power adapter provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com**, or call **1 (800) 222–3111**. In Canada, dial **1 (866) 288-4268**.

Especially about corded telephones

- **Electrical power:** The telephone base must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged, switched off, or if the electrical power is interrupted.**
- **Power adapter:** The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

SAVE THESE INSTRUCTIONS

FCC and ACTA information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with the Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

1. **Product identifier and REN information**

   The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your telephone service provider upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US: AAAEQ03T123XYZ indicates the REN would be 0.3.

   The REN is used to determine how many devices you can connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENS should be five (5.0) or less. You might want to contact your telephone service provider for more information.

2. **Connection and use with the nationwide telephone network**

   The plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular wall jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines, see installation instructions in the user's manual. This equipment may not be used with coin telephone lines or with party lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or qualified installer.

3. **Repair instructions**

   If this equipment is malfunctioning, it must be unplugged from the modular wall jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the limited warranty.

4. **Rights of the telephone service provider**

   If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

5. **Hearing aid compatibility**

   If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

FCC and ACTA information

6. Programming/testing of emergency numbers

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

a. We recommend that you also write the telephone number on the directory card (if applicable), so that you can still dial the emergency number manually if the memory dialing feature doesn't work.

b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.

c. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:

- You must remain on the line and briefly explain the reason for the call before hanging up.
- Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

Part 15 of FCC rules

Some telephone equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used properly, may cause interference to radio and television reception. This product has been tested and found to meet the standards for a class B digital device, as specified in part 15 of the FCC rules.

These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this product causes interference to radio, VCR or television reception when it is in use, you might correct the interference with any one or all of these measures:

- Where it can be done safely, re-orient the receiving radio, VCR or television antenna.
- To the extent possible, relocate the radio, VCR, television or other receiver with respect to the telephone equipment.
- If this telephone product runs on AC power, plug your product into an AC outlet that's not on the same circuit as one used by your radio, VCR or television.
- Consult a dealer or an experienced radio/TV technician for help.

Modifications to this product, not expressly approved by the manufacturer, could void the user's authority to operate the equipment.

Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America, call **1 (800) 222-3111** or visit **www.telephones.att.com**; in Canada, call **1 (866) 288-4268**.

1. **What does this limited warranty cover?**

   The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. **What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?**

   During the limited warranty period, the manufacturer's authorized service representative repairs or replaces at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer retains the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer returns the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. **How long is the limited warranty period?**

   The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

4. **What is not covered by this limited warranty?**

   This limited warranty does not cover:

   - PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
   - PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
   - PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
   - PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
   - PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
   - PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
   - PRODUCT returned without a valid proof of purchase (see item 6 below); or
   - Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

Limited warranty

5. How do you get warranty service?

To obtain warranty service in the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**; in Canada, please dial **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT controls and features might save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer notifies you and requests that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and

b. Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and

c. Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you might also have other rights that vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation might not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion might not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

Operating temperature	32°F — 122°F 0°C — 50°C
Power adapter input	AC120V 60Hz
Power adapter output	AC6V 350mA
REN	0.7B

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Remote access wallet card

The wallet card below lists the commands needed to control your answering system from any touch-tone telephone.

Cut along dotted line.

Call your telephone number, then enter your three-digit remote access code (preset to **500**).

Action	Remote command
Play all messages	**1**
Play new messages	**2**
Delete the message	**3** (during message playback)
Delete all old messages	***3**

Fold here.

Repeat or go back	**4**
Stop	**5**
Skip the message	**6**
Turn system on or off	**0**

CL4939 big button big display telephone/answering system with caller ID/call waiting

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